



2011/12 End of Year Service Planning Report

Action Code	Action Title	Action Description	Due Date	Notes
Fit for purpose, fit for you				
By 2013 - Reduce the revenue burden to the taxpayer by completing our review of working arrangements and oversee the development of a single site for back office functions and service administration.				
11-HH07	Identify and implement opportunities presented by changes in local and central govt. i.e. Forthcoming changes in Health legislation and devolution of PCTs, maximising reasonable cost recovery, reducing workload through improved use of IT,	<p>Target: Deliver core services whilst meeting MTFP challenges.</p> <p>Outcome: Sustained service delivery and reduced overhead costs.</p> <p>Critical Success Factors: Partner engagement and acceptance.</p> <p>Environmental Impacts: Improved use of IT should reduce paper and travel.</p>	31-Mar-2013	<p>Revised completion date from 31 March 2012 to 31 March 2013. Progress has been made engaging with new partners including the Health and Well Being Board. The Council is working with partners to create an effective role for the council. There are regular meetings with NHS partners. The role of the Health Engagement Panel is being reviewed.</p>
Promoting prosperity and wellbeing; providing access and opportunities				
By 2015 - Manage the environmental health of East Herts.				
11-HH03	Implemented an Air Quality Management Area (AQMA) in Hertford.	<p>Target: AQMA declared and action plan produced. (This related to Gascoyne Way. In 2011/12, likely to need to either extend this one or create a new one for the Tesco Area.)</p> <p>Outcome: Improved air quality in AQMA area of Hertford.</p> <p>Critical Success Factors: Adequate resources. Ability to influence reduction in traffic through the area.</p> <p>Environmental Impacts: Mitigation - aiming to reduce pollutants from traffic and CO2.</p>	31-Mar-2013	<p>Revised completion date. Original due date was 31 March 2012 and has been revised to 31 March 2013. The Hertford extension is yet to go through the technical process of being 'formalised', the delay has been caused through IT issues which are now resolved. The joint HCC EHDC action plan will be updated as soon as the new area is declared, although there are limitations to the realistic action that we are able to take unilaterally. We have obtained a DEFRA grant and Transport Research Laboratory are carrying out research around school traffic impacts upon air quality to identify options to reduce pollutants in these areas.</p>

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By 2015 - Support the homeless and ensure those in need access the benefit they				
11-RB02	Roll out Capita products.	<p>Target: Increase capacity and range of service delivery options for customers.</p> <p>Outcome: Increased capacity, performance levels improved, reduction in manual process, reduction in prep time for staff working remotely.</p> <p>Critical Success Factors: Roll out and take up achieved, roll out by Capita, training etc.</p> <p>Environmental Impacts: Opportunities to reduce paper flow and possible reduction in staff travel due to increased remote / onsite working.</p>	31-Mar-2013	<p>Revised completion date. Original due date was 31 March 2012 and has been revised to 31 March 2013. Mobile and self service remain to be launched, as they were deferred until completion of the shared service going live which took place in January 2012. Roll out of mobile and self service to take place during 2012/13.</p>
Shaping now, shaping the future				
By 2015 - Increase the number of social and affordable homes delivered through innovative mechanisms in addition to traditional solutions.				
11-HH11	Review the Housing Strategy.	<p>Target: Obtain Council approval to a revised strategy.</p> <p>Outcome: Strategy in place.</p> <p>Critical Success Factors: Adequate sources and support from the Councils partners.</p> <p>Environmental Impacts: No direct inputs.</p>	29-Jun-2012	<p>Revised completion date. Original due date was 31 March 2012 and has been revised to 29 June 2012. The new draft Housing Strategy has been prepared. It has been considered by Community Scrutiny Committee and presented to a Housing Forum. The draft is now out for consultation. It is estimated that the Housing Strategy will be complete by June 2012 following approval by the Executive.</p>